





# satellite communication.ch

## Essential instructions - IRIDIUM 9505A "All you need to know"

- Using an IRIDIUM phone is easier than using a GSM (Natel) because it has fewer gadgets.
- Please charge the battery (-ies) for 12hrs
- Under most circumstances the phone has to be used outdoors to find a satellite – pull out the antenna – as an option (i.e. in a car), use the external antenna
- Press  – wait for confirmation that the phone has found a satellite – minimum 3 lines in the upper left corner  and "Iridium" marked on the screen
- During the initialization, these messages will appear on the screen:
  - ⇒ *SEARCHING* – The phone is searching for a satellite.
  - ⇒ *REGISTERING* – The phone is registering with its network.
  - ⇒ *ENTER PIN* – Enter the 4-digit SIM card pin **default is 1111**
- Call the desired number – always include + (international call code) and country-code – also when calling within the country where you are.
- If you selected a phone with a "pre-paid" SIMcard
  - When making a call an automatic voice will indicate (in English) how many minutes remain on the card. You can also use "call meter" in the menu to verify remaining time on card
  - If and when you need additional "phone-time" – call us or send an Email – indicating the number of the phone, we will arrange for the card to be recharged within a few hours (except weekends). This can only be done within 3 month from expiry date of SIMcard
- To install Voice-mail (combox) and SMS please read the instructions below.
- If you programme the phone to automatically switch to voicemail in case you are unavailable – it will switch automatically after 4 or 5 rings (you can not alter the number of rings...)

- The number of your phone is marked on the invoice and / or on the “phone-card-delivery note”.
- Please note down the PUK. If you need to unlock the phone (after 3 erroneous PIN trials for example) then use the PUK-unlock instructions below.
- IRIDIUM is a satellite communication system – there may be occasions when you have to wait a few minutes for proper satellite connection. Occasional disconnect is also normal.
- When calling a satellite phone from a regular phone or GSM – there may be a *several (15 - 20) seconds* without the caller hearing a calling-tone – this is normal.
- A satellite communication system is “slower” than GSM, the buttons have to be pressed harder, etc. – Be patient ...
- When traveling, to avoid problems at customs we suggest you bring a copy of the invoice with the phone
- Hotline! 24/7 worldwide **customer support**, in English dial +44 1722 420 750 from a regular phone or #7750 from the IRIDIUM (free of charge)
- In case of an **emergency** – such as search & rescue contact REGA  
Within Switzerland # 1414 from abroad # +41 333 333 333



### PIN code IRIDIUM







- At delivery the PIN code is 1111 or it has been eliminated
- If you want to change or eliminate a PIN code then this is easily done through the menu "phone-settings"

### SMS – on IRIDIUM










#### General:

- SMS send/receive between IRIDIUM subscribers - OK
- SMS send/receive from Email addresses – OK
- SMS can in some cases be sent directly to and from a GSM (Natel) telephone (this depends upon the GSM operator and should be tested by the owner of the IRIDIUM)
- Replies **from** a GSM phone to an Iridium are **very** operator dependent
- You cannot receive SMS text messages **reliably** until voicemail is correctly setup see below


#### Before sending the 1<sup>st</sup> SMS – you must program the SMS ServiceCenter Number

1. Press 
2. Use scroll key to select "messages" – press 
3. Use scroll key to select "settings" – press 
4. Use scroll key to select "service Center" - press 
5. Type the Service Center Number 00881662900005 or +881662900005 - press 
6. The unit will display "✓completed". Press  the C button to exit options

#### Sending an SMS message from an IRIDIUM phone to an Email address:

1. Press 
2. Use scroll key to select "message editor" – press 
3. Enter the destination email address, e.g. info@marine-electronic.com (Note: To get the "@" symbol, press the "1" key seven times.)
4. Enter blank space by pressing the  twice or down arrow on the scroll key twice.
5. Enter the text message - press 
6. Select "send message" by pressing 
7. When the Iridium phone asks for the destination number, enter either 00  2 or +  2 or  2 – press 
8. The Iridium will display "sending message" .... Then "message sent" if the message was successfully received by the Iridium message center

### Sending SMS between Iridium phones

1. Select the menu option: "Message Editor"
2. Enter your message (as described in the 9505 User's Guide)
1. Select 
2. Select the menu option: "Send Message" (as described in the 9505 User's Guide)
3. Enter either 00 or +
4. Select "Send Message"

### Sending an SMS message from an E-mail account to an IRIDIUM phone:

1. Open your email software and create a new email message
2. In the TO: field, type the full number of the Iridium phone that you wish to send the SMS to.
3. After the number, type the domain @msg.iridium.com. For example the Iridium number +8816 123 45678 would become 881612345678@msg.iridium.com
4. Next, write your message as you would for a normal email. You must not use more than 160 characters.
5. Once you have finished, send the message as you would with any other email.

### Sending an SMS message to an Iridium subscriber from the IRIDIUM website:

1. Go to <http://messaging.iridium.com/>

#### Send a Satellite Message








All fields required

<p>To: <input type="text" value="8816"/></p> <p>Reply Email*: <input type="text"/></p> <p>Message: <input style="height: 40px;" type="text"/></p> <p>Character Count**: <input type="text" value=""/> (160 character maximum)</p> <p><input type="button" value="Cancel"/> <input type="button" value="Send Message"/></p>	<p><a href="#">Messaging FAQs</a></p> <p>Answers to commonly asked questions about this service.</p> <p><a href="#">MDA Configuration</a></p> <p>If you are currently an Iridium Global Messaging Customer, you may change your Message Delivery Areas online.</p>
--	--







\*Reply functionality only available on properly equipped devices. Using Reply Email adds one extra character to your total message size.

2. Enter the full phone number (NB. Without "0" or "+") of the Iridium rental phone in the "To:" field If a reply is desired, enter in optional "reply-to" address
3. Enter the message and send

### Reply to an SMS:

1. Press 
2. Select "received messages" – press 
3. Use the scroll key to select your message
4. Select "view options" by pressing 
5. Select "reply to sender" by pressing 
6. Enter the text of your reply
7. Select "Send Message" 
8. You will be asked to enter the destination number with the originator's phone number pre-populated as the destination number. If the pre-populated destination number is not the desired number, then enter the correct number.
9. Select "Send Message"

### Reply to an SMS message from an Email account:

1. Press 
2. Select "received messages" – press 
3. Use the scroll key to select your message
4. Select "view options" by pressing 
5. Select "reply to sender" by pressing 
6. The Email address that sent the original message will be visible along with a blank space – enter the text of your reply and finish by pressing 
7. When "Send Message" is selected, "+2\*" will be automatically added to the destination number field. It is not necessary to insert number "+2\*"
8. Select "send message" 
9. The 9505 handset will display "Sending Message" for a few seconds and then display "Message Sent" if the message was successfully delivered to the Iridium SMS Center

### Note:

- when sending a message to and email address from a 9505 phone, because the 160 character limit applies the entire body of the text and because the email address is part of the text the actual message is less than 160 characters
- when the IRIDIUM phone displays "message sent", this means that the message was successfully delivered to the Iridium SMS center. The Iridium SMS center will then attempt to deliver the message to the email account or Iridium subscriber. The delivery can still fail if, for example, the email account is invalid or if the Iridium subscriber does not turn on the phone for 8 days or more. No additional notification is sent in case of downstream failure.



## VoiceMail (combox) on IRIDIUM

**All subscribers to the Iridium Service have the option to activate their own personal voice-mailbox** Voice mail services on Iridium telephones can be switched on or off by the user / subscriber. (The default setting is "forward when unavailable")

## Setting up & personalizing voicemail (combox) on IRIDIUM

The IRIDIUM Voicemail "combox" can be set up and retrieved via the Iridium handset (ISU) or via an ordinary landline phone (PSTN)





These instructions apply to all Iridium phones and assume that "call forwarding" has been set-up correctly as specified below.

- **Alternative 1a** From a fixed line (PSTN) dial the Iridium mail box number 00881662990000
- **Alternative 1b.** From the IRIDIUM dial the Iridium mail box number 00881662990000 press 
- After a short pause you will hear the message "You have now accessed the Iridium messaging centre, please enter the number of the person you are trying to reach."
- Enter the phone number of your Iridium (ex. 00881631511234) **without** the 00
- You will hear the message "You have reached the voicemail of 8816XXXXXXXX"
- Before the message ends, press  (asterisk) located on the bottom left hand corner of the keypad. You will hear the message "Please enter your password"
- New subscribers will enter the last seven digits of their Iridium telephone number as their default password. Typically this will be 14XXXXXX. or 15XXXXXX
- **DO NOT PRESS OK AFTER ENTERING YOUR PASSWORD**

You have now accessed your Iridium messaging service. By following the voice prompts, you can personalise your outgoing message, change your access password and customise many other advanced features.

To ensure full operation of your Iridium handset you should, record an outgoing message, change your access password to an easy to remember 4 digit number and record your name in the message preferences when prompted. Now your Iridium telephone is ready to receive messages.

*NB "Pound" is an American expression for what the British know as the "#" key*







- Dial 4 4 1 to modify your password.
- Enter your new password (4 to 7 numbers)
- Press  - to validate.
- Dial 3 2 to enter first name and last name or company name.
- Press  - to validate.
- Dial 3 2 to enter your greeting message.
- Press  - to validate.
- Press  to finish configuration.

A message will then confirm that the voice mail box has been correctly programmed – if this is not the case please try again.

## Checking voicemail (combox) on IRIDIUM

### Activating “Call Forwarding Unavailable” to voicemail.

Phone has to be powered ON, registered, and have strong signal strength (at least 2 to 3 bars)



- Press the [Menu] key, Press 
- scroll to “Call Related Features” Press 
- scroll to “Call Forwarding” Press 
- scroll to “Forward When Unavailable” Press 
- “Please Wait” will then appear, wait for a while until “On” appears. Press 
- scroll to “Voicemail” appears. Press 
- “Please Wait” will then appear, wait for a few seconds until “Call Forward On” appears.
- “Forward When Unavailable” then appears, hold on to the [C] button to return to the default screen.

### Retrieving messages from the Voicemail (combox) – 3 different ways

When the ☒ sign or Iridium general VoiceMail number, **881662990000**, appears on your phone that means you’ve received a new voice message

#### 1. Dialing the Iridium general voicemail number using the ☒ key on your Iridium handset.

Phone has to be powered ON, registered, and have strong signal strength (at least 2 to 3 bars)

- Press ☒, “Call Voicemail” message will appear Press  this will automatically call the Iridium general voicemail number, **00881662990000**
- (alternatively just dial 008816 6299 0000)
- Wait for the recording asking you to “re-enter the Iridium phone number you are trying reach”.
- Enter your Iridium phone number; without the “00”.
- you will then be forwarded to the rental phones voicemail greeting.
- Press the  to interrupt the greeting, and then enter your password to access your personal mailbox. **By default, until you change it your password is the last 7 digits of the Iridium phone number.**
- Follow the voice prompts for menu options.
- for example Press 1 to play your messages

**2. Or dialing your Iridium phone number using your Iridium handset.**

- *\*Phone has to be powered ON, registered, and have strong signal strength (at least 2 to 3 bars )*
- Dial the phone number of your Iridium phone and wait for the voicemail greeting.
- Press the [\*] key to interrupt the greeting, and then enter your password to access the mailbox. . **By default, your password is the last 7 digits of the Iridium phone number.**
- Follow the voice prompts for menu options.

**3. Or dialing your Iridium phone number using a landline (PSTN) phone.**


- Dial your phone number and wait for your personal voicemail greeting. **\*Note:** calls from a landline phone are considered to be international long distance calls, so you need to dial **the international prefix** before the number of the Iridium
- Wait for the recorded greeting to begin and press the [\*] button
- When prompted enter the password **By default, your password is the last 7 digits of the Iridium phone number**
- You now have accessed the main menu, follow voice prompts to access voicemail

**Airtime on IRIDIUM with “pre-pay” SIMcard**

**Checking remaining air-time / minutes on your SIM-card**

- Listen to the “voice-indicator” just before a call is connected, this message will indicate how many minutes remain on the SIM-card

Alternatively

- Dial 2888  and you will be informed how many minutes remain on the SIM-card

**Adding air-time / minutes on your SIM-card**

- In case you need additional air-time on your SIM-card – send us an email – call us – or have someone else call us - indicating:
  - The IRIDIUM phone number
  - The number of the SIMcard
  - How many minutes, respectively duration, that you need
- We will add the minutes to the IRIDIUM phone via satellite.
- This procedure can not be done on weekends.
- An IRIDIUM “pre-pay” SIMcard can only be recharged within 3 month. of expiry.

### Unlocking the IRIDIUM - PUK

- enter \* \* 05 \*
- press OK
- enter your PUK XXXXXX
- press OK
- enter the default PIN XXXX or default 1111 if you have not changed it
- confirm PIN XXXXX or 1111
- proceed to change to your own PIN

### Changing from handset antenna to magnetic antenna

#### To remove the antenna

- Ensure the antenna is facing down and completely retracted
- Holding the 9505A handheld firmly press down hard on antenna release button – the antenna will “pop” Whilst holding down the release button firmly, remove the antenna from the connection gently.



#### Connecting the antenna adaptor to your handset

Reverse the antenna removal sequence to reconnect the antenna adaptor. Ensure that the antenna adaptor “clicks” into place in either of the 45° angles  
Press the release-button both when ejecting and inserting the antenna:



## Troubleshooting

Problem	Solution
You can't turn the phone's power on.	<ul style="list-style-type: none"> <li>• Did you press and hold the S key for three seconds to turn the phone's power on?</li> <li>• Check the battery. Is it charged, properly fitted, and are the contacts clean and dry?</li> </ul>
You can't make calls.	<ul style="list-style-type: none"> <li>• Check the antenna. Is it fully extended and rotated? Do you have a clear unobstructed view of the sky?</li> <li>• Did you enter the number in international format? All calls made from the Iridium satellite system must be in international format.</li> <li>• Check the signal strength indicator. If the signal is weak, ensure that you have a clear line of sight to the sky and there are no buildings, trees, etc. around.</li> <li>• Try to register manually.</li> <li>• Is Restricted displayed? Check the Call Barring setting.</li> <li>• Has a new SIM card been inserted? Check that no new restrictions have been imposed.</li> <li>• Check to see if your fixed dialing list is enabled. If so, you can only make calls to numbers or prefixes that are on the list.</li> </ul>
You can't receive calls.	<ul style="list-style-type: none"> <li>• Check to see that your phone is powered on.</li> <li>• Check the antenna. Is it fully extended and rotated?</li> <li>• Do you have a clear unobstructed view of the sky?</li> <li>• Check the signal strength indicator. If the signal is weak, ensure that you have a clear line of sight to the sky and there are no buildings, trees, etc. around.</li> <li>• Check the Call Forwarding and Call Barring settings.</li> <li>• Check the Ringer setting. If it is off, there is no audible ringer. • Check to see if your fixed dialing list is enabled.</li> </ul>
The battery won't charge.	<ul style="list-style-type: none"> <li>• Check the charger. Is it properly connected? Are its contacts clean and dry?</li> <li>• Check the battery contacts. Are they clean and dry?</li> <li>• Check the battery temperature. If it is warm, let it cool before recharging.</li> <li>• Is it an old battery? Battery performance declines after several years of use. Replace the battery.</li> <li>• Make sure you have a Iridium approved battery installed. If you see Invalid Batt. in the display, you will not be able to charge this battery.</li> </ul>
You can't make international calls.	<ul style="list-style-type: none"> <li>• Have you included the relevant codes?</li> <li>• Press and hold the 0 key to display the international dialing prefix (+) and then enter the appropriate country code followed by the phone number.</li> </ul>

- Are you in an area of variable coverage? This uses extra battery power.
  - Is your antenna fully rotated and extended? Do you have a clear unobstructed view of the sky? This helps use less battery power.
  - Is it a new battery? A new battery needs two to three charge/discharge cycles to attain normal performance.
  - Is it an old battery? Battery performance declines after several years of use. Replace the battery.
  - Is it a battery that hasn't been completely discharged? Allow the battery to fully discharge (until the phone turns itself off) and then charge the battery overnight.
  - Are you using your phone in extreme temperatures? At extreme hot or cold temperatures, battery performance is significantly reduced.
- The battery drains faster than normal.
- You may notice this during long calls or during charging. The heat is produced by the electronic components within your phone and is quite normal.
- You find your phone becoming warm during use.
- Remove the battery from the phone and then reattach it to cycle power and reset.
- Phone is not responding to user controls including the power key.
- Have you inserted a new SIM card? Enter the new PIN code. Enter the default phone unlock code —1234. Have you forgotten the unlock code? Press Menu change the unlock code (you need your security code).
- Your phone will not unlock.
- Enter the PIN unblocking key (PUK1) or contact your service provider. See "Unblock the PIN Code" on page 134 for additional information.
  - Enter the PIN2 unblocking key (PUK2) or contact your service provider. See "Unblock the PIN2 Code" on page 136 for additional information.
  - Is the card inserted the correct way?
  - Is the card visibly damaged or scratched? Return the card to your service provider.
- Your PIN is blocked.
- Check the SIM and phone contacts. If they are dirty,
  - Clean them with an antistatic cloth.
- Your PIN2 is blocked.
- Wait until you are in an area with good network coverage and try again.
- Your SIM card will not work.
- There is not enough memory available to store another message. Use the Messages menu to delete one or more
- You can't cancel Call Forwarding or Call Barring.
- The (message) indicator is flashing.